Coach Conference Call Minutes
August 23, 2000 (Rescheduled from August 22)
3:00 - 4:00 PM EST

Welcome

Apologies given for any inconvenience that the Tuesday technical difficulties call caused. Next Tuesday's call, August 29th, is canceled due to many being away for the Atlanta PHRA Conference. Tuesday, September 5th's call has been postponed until Wednesday, September 6th due to the Labor Day holiday and schedules; the time will be communicated next week.

PIC Updates

- PIC SA access updated to HUB-level to solve cross-office assignment issues - Now HUBS should have at least 2 people with HUB-level Security Administrator access. Now you can assign someone from a Community Service Center to a PHA, etc.

- Working to finalize new date for PIC Satellite Broadcast - Targeting the week of Labor Day on that Friday, September 8; this is the first available date with the HUD Training Academy. Ohio has a conference on September 6-8. Otherwise, Coaches have not heard any problems with the first week in September. We will communicate the details next week, including bullets of the topics to be covered but no formal agenda. Many are using this as a tool to inform PHAs about PIC.

- Security Administrator requests/questions no longer referred to Wendy Purtle - Wendy Purtle is no longer with us on the project and does not sit at the phone number originally communicated. However, messages left at that number have been passed along to Adriane. Going forward, refer all Security Administrator questions/concerns to Amy or Adriane, not Wendy.

- Training dates - Training should take place September 26-29th, but September 1 is our drop-dead date to confirm with the hotel. This time there will be no "Bates Motel" situations; we have secured a nice, accessible hotel in Arlington, VA, just outside of the District. Right now September 29th is an optional training day; this will be a half day of supervised lab time, in light of the Jewish Holiday and travel burdens.

- Unit Collection questions - Jerome Farley confirmed that the add unit issue has been resolved. Data from the status table was missing and has been remedied. The data entry option within the Development sub-module is now available and users should be able to add units. The data upload feature is still being worked on; at this point, you can add units, but it can only be done individually. Section 8 units should not be entered at this time; we are only concerned with low rent units. Fields 6, 7, 8, 9, and 10 are listed as being optional and they are in fact optional fields IF the unit is vacant. However, if a unit is occupied, that information *must* be there because it serves as an indicator of occupancy. If you make a mistake in data that you have uploaded to the system, you may correct that data by

resubmitting your data; this new submission will overwrite the previous information. Clarification: You are able to enter individual buildings and then use the template to upload just the unit information; there are separate templates for the building and unit information which is why you are able to do this. Building information must be in the system before the unit information for that particular building is put into the system. However, you cannot submit your information to HUD until the complete data is input, including the building *and* unit information. References to "comma separated files" when talking about the building and unit templates should be interpreted as files with fields separated by pipes, or "pipe delimited files". The Building Type Code problem in production should be updated in a release Wednesday evening; Jerome will let the Coach Coordinators know about the fix so they may pass that information along. We have created job aids that are currently located on the MTCS 2000 website; these include a definition of fields and a reference guide for uploading building and unit information to PIC. We will add these job aids to the Coaches Corner site, too. We are working with Johnson Abraham for a solution to a problem raised during the Vendor Conference Call on 8/22 to make sure that occupant data is synched up for MTCS transmission.

Discussion Follow Up
- Communications in progress re: IBS/PIC and Unit Collection - Still in progress and trying to find out when the last IBS download to PIC will occur.

- Risk Assessment - The Risk Assessment sub-module has been shut down. The deadline for BOP Goals will be extended for 30 days. This is great news for Field Offices. The data from REAC was not complete and we do not have the FASS scores or updated FASS scores so the system is not currently accurate. Directors received an emailed notice that was sent out Wednesday afternoon. There were no other questions on Risk Assessment since it was shut down.

MTCS Update
- The new Form 50058 is awaiting OMB approval. As a result, there will be an extension of the originally communicated dates.

Coaches Corner
- Sample letter to PHAs regarding PIC User IDs has been updated with new URL to access PIC from outside of HUD: http://www.hud.gov/pih/systems/pic/pichome.html

- Coaches were solicited for input on any additional features. Susan from Cleveland suggested adding the last date the page was updated next to each category listed on the Main Page. Coordinators will check with the Webmaster to see if that is possible, but will try and make it happen. Coaches made a request to have all the questions that Coaches ask individually to us to be posted as a summary FAQ so that everyone can know the answer since most questions are the same. Amy responded that we are in the process of updating the FAQs in the Guided Tours and will also do so for the website.

Questions/Concerns

- Amy thanked the Coaches who are going to help out at the Atlanta PHRA Conference next week, especially in her absence. It is a great opportunity to show off PIC and the role of Coaches. She is looking for feedback from those who attend. Amy will send an email to those volunteers outlining what she wants them to do. Bob Harmon is now going to the Kansas City conference instead of Atlanta.

- Trouble updating HA Contacts - Many Coaches report having a problem updating the HA Contacts. We will follow up on this.

- Guest User assignment - There is a problem that the assignment of a Guest User role does not automatically default to Guest User for the other sub-modules. Amy requested that Bob place this in an email for us to follow up with developers.

- Risk scoring module - There was a request to display the scoring date. Where did the source data come from? Dave Ziaya needs to be the one to answer such questions. Coaches may be utilized to conduct usability testing of the fixed sub-module before it is released to everyone.

Message from Johnson Abraham

- MTCS test center is developed and waiting to be put into production; it should be available the first week in September. The new reports submission is available.

- The new Form 50058 is awaiting OMB approval and that is delaying the process. A notice will be posted: HUD will continue to receive the old form until further notice. Upon OMB approval, the new system will be in place within 30 days.

- Vendor Conference call - September 5, testing unit data upload process with vendors. Working with vendors to create extracts to help with the upload process. The vendors know HUD will change, but they want to be a part of the testing process and then just tweak their programs.

- REAC asking for the same information? Once the data is collected, it will be used for REAC, too.

- Any comments/suggestions? Cal Ross shared that Tenmass has released their software already. All their PHAs are using this extract. There were some issues with the Tenmass extract, but those were resolved and their extract does work. The original problem was that they submitted data in a file with fields separated by commas instead of pipes, but some addresses contain commas which confused the system.

- After the building/unit upload, there will then be a link to the MTCS data. Fields 1d, f, and g (Building Name, Building Entrance, Unit Number) will relate to the building/unit file which will have these elements.

- Mixed finance unit - Chicago and Atlanta had an issue with tracking their mixed finance units. Johnson Abraham gave a definition in the form of a case scenario: Land is owned by a developer. They construct 800 new units and agree that 500 will be low rent but do not designate which units in particular. PHAs should send data for all 800 units and HUD will separate out the low rent in conjunction with the MTCS form. He said that not many PHAs should have this issue.